



Quality
Care Group

Total business solutions
for the care sector

Checklist for setting up a new Care Home Business



At Quality Care Group,
we provide specialist
insurance and business
solutions to help
care home providers
start strong and stay
protected.



Whether you're launching your
first residential or nursing home,
our team is here to support your
journey with expert guidance and
essential coverage tailored to your
needs.

New Care Home Business Checklist

1.

Business Planning & Legal Structure

- ☐ Define your care home's model (residential, nursing, specialist dementia, etc.)
- ☐ Choose a name and register your business with Companies House (if applicable)
- ☐ Create a comprehensive business plan with financial forecasts and market analysis
- ☐ Open a business bank account
- ☐ Register with HMRC for VAT and PAYE (if hiring staff)
- ☐ Consider legal structure: sole trader, partnership, or limited company

2.

Premises & Facilities

- ☐ Find and secure suitable premises that meet space and safety requirements
- ☐ Ensure the location meets planning and local authority regulations
- ☐ Conduct fire risk, legionella, and health & safety assessments
- ☐ Plan for room layouts, communal areas, and accessibility standards
- ☐ Install necessary equipment (hoists, nurse call systems, fire alarms, etc.)

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3.

CQC Registration & Compliance

- ☐ Appoint a registered manager and nominated individual
- ☐ Register your care home with the **Care Quality Commission (CQC)**
- ☐ Develop and submit robust policies and procedures aligned with CQC Key Lines of Enquiry (KLOEs)
- ☐ Comply with the Health and Social Care Act 2008
- ☐ Write a detailed Statement of Purpose
- ☐ Establish systems for quality assurance and continuous improvement

4.

Insurance & Risk Management

- ☐ Obtain tailored **care home insurance**, including:
 - 🕒 **Employers' liability insurance** (legal requirement if hiring staff)
 - 🕒 **Public liability insurance**
 - 🕒 Professional indemnity insurance
 - 🕒 Buildings and contents insurance
 - 🕒 Medical malpractice (if delivering clinical care)
 - 🕒 Business interruption insurance
 - 🕒 **Cyber liability insurance**
- ☐ Carry out risk assessments for residents, staff, and facilities
- ☐ Create a robust incident reporting and management process

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5.

Staffing & Training

- ☐ **Recruit staff** (nurses, care assistants, cleaners, kitchen staff, admin, etc.)
- ☐ Conduct right to work checks, DBS checks, and gather references
- ☐ Deliver mandatory training (e.g., safeguarding, manual handling, infection control)
- ☐ Create an induction programme and ongoing CPD plans
- ☐ Put HR policies in place – contracts, sickness, grievance, disciplinary

6.

Policies & Procedures

- ☐ Develop and document policies for:
 - 🕒 Safeguarding and whistleblowing
 - 🕒 Medication administration and storage
 - 🕒 Infection prevention and control
 - 🕒 Fire safety and emergency planning
 - 🕒 GDPR and data protection
 - 🕒 Complaints and feedback handling
 - 🕒 Nutrition, hydration, and meal provision

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7.

Finance & Funding

- ☐ Secure initial funding or investment
- ☐ Create a detailed financial model and cash flow forecast
- ☐ Set up payroll and pension systems
- ☐ Choose and implement accounting and invoicing software
- ☐ Understand local authority funding rates and private fee structures

8.

IT & Record Management Systems

- ☐ Choose a **care home management system** for:
 - 🕒 Resident records and care plans
 - 🕒 Medication management
 - 🕒 Incident tracking
- ☐ Ensure systems are GDPR-compliant and data-secure
- ☐ Set up secure Wi-Fi, admin systems, and phone lines

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9.

Marketing & Referrals

- ☐ Build a website with clear service information and enquiry forms
- ☐ List your service with NHS Choices and local directories
- ☐ Network with discharge teams, social workers, and local authorities
- ☐ Run open days and establish referral relationships with hospitals
- ☐ Develop branded materials (brochures, signage, uniforms)

10.

Resident Onboarding & Service Delivery

- ☐ Set up an admissions process including needs assessments and pre-admission checks
- ☐ Develop person-centred care plans with resident/family input
- ☐ Maintain up-to-date care records, risk assessments, and MAR charts
- ☐ Establish a complaints and compliments process
- ☐ Monitor and review care quality regularly

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Need help starting your Care Home?

*Quality Care Group is here to guide and protect you from day one.
From specialist insurance to expert business advice, we'll help you
build a safe, compliant, and successful care home.*

Request support NOW - click here...



**Quality
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7

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